ALIA Groups Handbook

Updated October 2017

Contents

ALIA Groups. By our members, for our members.

The Australian Library and Information Association is made up of many communities with shared interests, all linked together. This is significant because together we are stronger and together we can achieve more.

Being part of an ALIA Group is a great way to strengthen your connection with other library and information professionals in a similar field.

There is a broad spread of active and engaging Groups to choose from, and if there isn't an ALIA Group that exactly matches your special interests, it's easy to start your own.

About ALIA Groups

ALIA special interest Groups are formed by members, and are either geographically or interest based. While some groups are localised, many of them operate nationwide.

ALIA members create Groups for many reasons and Groups do all kinds of things. Some have fewer than 30 members, others have hundreds.

Groups may be set up for a short period, or they may be ongoing. They may focus on a particular issue, deliver particular activities or events, or be based around a particular geographic location.

- Communication is at the heart of what Groups do. Every Group has its own page on the ALIA website and most have an ALIA based elist. In addition, many choose to use social media, email, blogs, wikis, newsletters and teleconferencing — the online environment makes it much easier for Groups to be national as well as local.
- Especially where Groups are located in specific states and territories, there are often many events and activities taking place
- There may well be occasions when Groups run campaigns to advocate for their libraries and information services.

ALIA Groups are run by energetic and committed volunteer members, who generously give their time to create an active and vibrant network of activities that extends right across Australia.

Different types of ALIA Groups

Geographic

Geographic Groups connect people from the LIS sector in a specific area — a state or territory, major city, town or region.

By sector

Sector based Groups focus on a specific sector within the LIS industry. For example, ALIA Schools Group puts on professional development events for people working in school libraries. The Group also supports advocacy campaigns relating to this sector.

By interest

Interest based Groups focus on a specific shared interest. For example, the ALIA Social Media Group focuses on creating and promoting information on social media to the LIS community. People from different LIS sectors (public, school, academic, special) may be part of the Group.

The ALIA New Graduates, the ALIA Retirees and the ALIA Library Technicians Groups all have a national committee to support regional Groups. In the case of the Library Technicians, the national Group oversees the awards and the section as a whole, while the regional Groups work to put on relevant local events.

Setting up an ALIA Group

Using the ALIA brand gives your Group an easily recognisable status. It says to other members and to the wider world that your Group provides authentic ways of connecting with Australian library and information professionals.

You can use the ALIA brand to help build your case for support from external sources. The support might be in the form of in-kind from sponsors, time from speakers or involvement from other partners.

Being able to say you're an ALIA Group acts as an endorsement — something that's especially useful when you are starting out.

The ALIA House team in Canberra and the State and Territory Managers based around Australia can provide practical assistance such as:

- Advice and guidance about how to start up and run your Group.
- Hosting your Group's web page on the ALIA website.
- Creating your Group's own ALIA elist.
- Administering an enewsletter for your Group.
- Helping with other forms of communication.
- Supporting your events — project plan frameworks, template marketing and promotional collateral, promotion on the ALIA events calendar and through other channels such as *INCITE*, social media and enewsletters.
- Sharing knowledge, expertise and contacts to help you locate venues, speakers, partners and so on.

The ALIA House team also provides full financial and legal back up for ALIA Groups, including volunteer insurance.

On a personal note, apart from the satisfaction of knowing that you are making a valued contribution to your association and fellow library and information professionals, members who run ALIA Groups gain professional development (PD) points.

All you need to do to set up an ALIA Group is contact the Groups Coordinator and express your interest. You will then receive an application form. Once you have filled it out with as much detail as you can, the Groups Coordinator will hand it to the Chief Executive Officer for approval. Following approval the Group will be endorsed for an initial period as determined by the Chief Executive Officer (as stated in the Association's By-Laws).

Requirements of ALIA Groups (from the Association's By-Laws):

- Proposed groups where geographically possible need to demonstrate the support of at least 25 members of the Association.
- Financially active groups must have at least two office bearers, a Treasurer and Secretary.
- Group office bearers must be personal financial Members of the Association.

- Groups are to submit an activity and achievements report to the Groups Coordinator who will pass this on to the Chief Executive Officer annually.

Being involved in an ALIA Group

ALIA Group committee members get involved with ALIA for a variety of reasons. Some committee members feel it is a great way to give back to the profession. Some find it is an excellent networking venture. Others do it to develop skills that enhance their competitiveness in the job market. Most do it for a combination of all three reasons.

Group committee members are able to work on skills such as team coordination, budgeting, program planning and delivery, project management, marketing, research and evaluation, communication, lobbying and advocacy, event management and public speaking.

As an ALIA committee member, you will be recognised as a representative of ALIA, receive professional development points and become eligible for a silver pin if you serve for five years.

The ALIA Board and the team at ALIA House deeply appreciate the important role that ALIA Groups perform.

Who do I contact?

You have three contacts at ALIA House and in your state or territory, who are there specifically to support you and your Group.

1. The ALIA Groups Coordinator: groups@alia.org.au

The Groups Coordinator position exists to make your role easier. They are your 'go-to' for any and all Group-related queries. If it isn't Groups related, but you are unsure of who to contact, the Groups Coordinator can point you in the right direction.

2. The ALIA finance team finance@alia.org.au or 02 6215 8222

Many ALIA Groups are non-financial, operating entirely online or covering minimal costs by gold coin donations at the door of any events they run. Others generate several thousand dollars each year and spend this on Group activities. If you are unsure of your financial responsibilities or have a question regarding invoicing or payments, our finance team can help you.

3. Your local ALIA State or Territory Manager

State and Territory Managers are a great source of information and support. They can assist you in connecting with other local ALIA members and Groups. They can also be a huge help when it comes to promoting your event through various channels. To find contact information for your State or Territory Manager, please visit www.alia.org.au/about-alia/people.

Budgeted and unbudgeted ALIA Groups

From an administrative perspective, ALIA has two types of Groups: budgeted Groups and unbudgeted Groups. Any Group can switch between labels from year to year, but each has different requirements for legal and financial reasons.

Budgeted Groups

Nearly half of all ALIA Groups generate income to spend on activities. Some Groups deal in a few hundred dollars a year; most operate at around the $2,000 turnover level, and a few extend to larger sums.

It would be impractical to operate separate bank accounts for all these Groups, and as they are part of our ALIA family, their financial plans are considered as part of the overall Association operating budget.

The main requirement is that Groups remain in the black. Any modest surplus is returned to the Association at the end of the year, with each Group able to reference its contribution for particular programs and activities, for example advocacy, professional development or education. By special arrangement, surplus can be carried forward to Group activities planned for the following year, but as they affect the overall operating budget of the Association, these arrangements need to be approved by the Director of Corporate Services.

Requirements for budgeted ALIA Groups:

- Submit an annual budget so the ALIA finance team can plan the Association's cashflow.
- Submit individual event budgets for any Group-run event with an expenditure (the amount of money you will need to spend to hold this event) of over $1000.
- Submit a simple activity report each year, to assist with highlights for the ALIA Annual Report.
- Two separate committee members: a Treasurer and a Secretary. Both of these roles must be filled by ALIA Members for liability purposes.

Unbudgeted Groups

Most ALIA Groups don't submit a yearly budget. These Groups are often based on special interests and focus more on online interaction between members. Some Groups still have face-to-face meetings but meet in pubs or public places, asking attendees to pay for their own meals or beverages. Many Group members prefer this approach as it avoids the financial reporting.

Requirements for unbudgeted Groups:

- Submit a simple activity report each year, to assist with highlights for the ALIA Annual Report.
- Unbudgeted Groups are not required to have a formal committee. The only requirement is that they provide a contact person to liaise with the ALIA House team and State or Territory Manager. The contact person must be an ALIA Member for liability purposes.

How to start a Group

Groups are formed by our Members, for our Members. The first step to starting a Group is to contact the Groups Coordinator (groups@alia.org.au) for an ALIA Group application form.

Before you fill it out, you will need:

- A name for the Group.
- Its purpose and objective.
- Two committee members (budgeted Group) or one contact person (unbudgeted Group).
- If you will be a budgeted Group, you will also need the budget for your first year.

- The names of twenty-five ALIA Members who are committed to supporting the Group when it is started.

Once you have completed the form, send it back to groups@alia.org.au and the ALIA House team will take it from there.

The Groups Coordinator will work with you to set up your page on ALIA's website and help with any other communication channels you would like to initiate.

Management of your Group

ALIA has many different Groups of many different sizes. This means many different committee structures, depending on the needs of the Group. If you are an unbudgeted Group, you are only required to have a contact person. If you are a budgeted Group, you will need two individuals to serve on your committee as the Treasurer and the Secretary. The contact person must be an ALIA Member for liability purposes.

Liaison role

As the liaison for the Group your responsibility is to serve as the main point of contact. The other roles can be divided between members of the Group, for example creating your annual report, keeping your website up-to-date, and organising networking events.

Treasurer role

The Treasurer is responsible for your Group's financial administration and serves as the point of contact for financial matters.

- The Treasurer is responsible for providing individual event budgets as well as the annual budget.
- Banking cash received.
- Forwarding cheques or credit card payments to be processed.
- Ensuring all receipts and Tax Invoices clearly state the GST component.
- Approving your Group's expenditure and serving as one of the two signatories necessary for Group expenditure.

This is not as daunting as it sounds and help is available from the ALIA House finance team.

Secretary role

As the Secretary of a budgeted ALIA Group, you have overall responsibility for the Group and serve as the main point of contact. Depending on your Group, your responsibilities may include:

- Administering your Group's communication channels
- Working on budgets and annual reports with your Group's Treasurer
- Helping to plan events or activities.

Other than the basic requirements, it is up to your Group to decide the easiest structure for your committee. For example, some Groups have included the following roles in their committee:

- Convenor
- Website Coordinator
- Events Organiser
- Elist Manager
- Social Media Manager.

It is completely up to your Group how your Group Committee is elected. You're welcome to call for nominations for volunteers to be on the committee or simply decide amongst yourselves. Some Groups have found that creating structured roles with position descriptions works best for them. For other Groups, a more relaxed approach works well.

Recognition

The ALIA Silver Pin is available to a Personal Member who has served five years or more on ALIA Group committees (including special interest Groups, ALIA Board Advisory Groups, ALIA conference steering Groups, or as the ALIA representative on external committees).

The ALIA Silver Pin comprises the pin itself and a letter of thanks from the ALIA Executive Director, and is often presented at an ALIA function, such as a conference or meeting. It can be hard to track periods of office, especially when they are not consecutive. If you think you know someone eligible for a silver pin contact the Groups Coordinator for a nomination form.

What resources are available to assist your group?

Every Group has different needs. Below is a list of resources that are available. If you think of something that would be useful for you, contact the ALIA House team and we will try to help.

Event resources

- Checklists and advice on running events and professional development activities.
- Use of ALIA's online registration system account for your paid or unpaid event — there are small charges involved but this makes the event registration process much easier. Please ask your Groups Coordinator for more information.
- Help on the finance side of running an event.
- Templates to help you budget for your event.

Marketing resources

- Use of ALIA's online events calendar to promote events .
- Event and information promotion in *ALIA Weekly* and *INCITE*.

Contact your Groups Coordinator for anything to do with the website and advertising your Group event in *ALIA Weekly*, *INCITE* and on the ALIA events calendar.

Communication resources

- A webpage on the ALIA website.
- An elist hosted by ALIA.
- A personalised ALIA logo for your Group.
- A Mailchimp newsletter for your Group (and a wider audience if relevant).
- Templates for badges, posters and Powerpoint presentations.
- Management resources — Group branded wikispace to store important documents.
- Help setting up and getting started.

Finance resources

- Treasurers Kit.
- Budget templates.

Activities for your Group

Put on events

Many ALIA Groups put on events such as low cost professional development, library visits, information exchanges, networking events and social functions. Let the Groups Coordinator know of any events so they can help promote it and assist with organisation.

Administer a Group award

Some Groups decide that a great way to reward their members or members of their community is through an award. This may take the form of a travel bursary or funding to go to professional development events. Other Groups reward excellent programs at local libraries, and some use awards to help fund education for students.

Facilitate communication

The ALIA House team can help you set up communication tools to connect with other ALIA Members including but not limited to social media, elists, blogs and wikis.

Advocate for the sector

Many ALIA Groups spend a significant amount of time advocating for the sector or interest they share. Advocacy can be successful at a local or national level.

Communicating with members of your ALIA Group

Elists

We have many elists that members use to discuss their shared interests. ALIA's elists are open to anyone to join, whether or not they are an ALIA Member. They are designed for casual chats and reminders. Broadcast news, event promotion and advertising are carried in *ALIA Weekly*.

Social media

Social media is an easy and free way to stay in touch with Group members and engage in conversations online. Most Group social media pages use their ALIA Group logo to demonstrate they are an ALIA Group. Please contact the Groups Coordinator if you would like to use it for your social media page.

Enewsletters

Some Groups produce enough content for quarterly and even monthly email newsletters. We use Mailchimp to distribute enewsletters and the ALIA House team can help you set one up. If you are interested, please contact the Groups Coordinator at groups@alia.org.au.

ALIA website

The ALIA website is an important communication tool and the Groups Coordinator is there to update your page, you can include things like photos, bios and events. If you need any ideas just have a look on our ALIA Groups page on our website to see what other Groups have done. www.alia.org.au/our-communities/alia-groups.

ALIA has created an ALIA National Wikispaces account, which Groups are welcome to use for an online space to store things like your meeting minutes, agendas, and any other documents that aren't suitable for our website. Wikis are a fabulous way to keep all your documents in one place for your Group to access at any time. If you prefer to use Google docs or some other file storing storage platform that's fine too. Contact the Groups Coordinator if you would like a wiki for your Group.

Communication Guides

Online Communication Guide (see Appendix 2).

ALIA's elists and social media pages are intended to promote discussion between Groups of people who share similar interests. They are designed to enable people to debate topics of interest, pass on links to interesting information and seek advice and feedback from peers. They can also be used to promote ALIA Group events. They are not designed to be used as a free advertising medium by third parties and non-members.

Advertising products services and events

ALIA and ALIA Group events

We ask that ALIA Groups take care to distribute information to targeted elists and, where possible, rely on *ALIA Weekly* and other forms of communication to promote information to the wider membership, in order to avoid filling people's inboxes with cross-postings. For more information about *ALIA Weekly*, please contact media@alia.org.au.

Third parties and non-members

If third parties and non-members would like to promote a public event, we ask that you use *ALIA Weekly* which is an affordable vehicle for promoting these kinds of opportunities. Employment advertising is also available through ALIA, please contact media@alia.org.au.

If your event is free for ALIA members or costs a gold coin/up to $10, we will promote it free of charge through *ALIA Weekly*. For more information please email groups@alia.org.au.

A good rule of thumb is that if an item would work as an advertisement, it is not appropriate for our elists. For any questions or concerns, please contact media@alia.org.au.

Copyright

We ask that you always reference work appropriately and ensure that before you post an item to an elist or social media site, you have the right to use it, with attribution. Users retain copyright to their original individual emails. All users assume responsibility for materials posted.

Privacy

We (ALIA) may collect personal information when you sign onto our online communication systems. The information we collect may include email address, name and password. Our use of this information is guided by our privacy statement (see Appendix 3). ALIA reserves the right to

disclose your information when required by law or in the event of a complaint or legal action arising from any message posted by you.

Users are reminded to respect and protect any information which may be deemed as confidential or personal.

Acceptable use of elists

Elists are intended to be a positive experience for all of our users. For this reason we monitor postings to ensure that the language, tone and content is as our Members would expect it to be. For this reason we ask that elist users not post any material which:

- Uses obscene language
- Harasses, insults or attacks others
- Is defamatory
- Involves or advocates illegal activities
- Displays offensive and pornographic images
- Portrays any person in a demeaning manner
- Otherwise violates any law.

For any questions or concerns you may have regarding elist postings, please contact media@alia.org.au.

Disclaimer

All messages posted to ALIA's elists reflect the views of the author, not the views of ALIA, the National Association; nor any entity associated with it, unless ALIA National is specifically identified as an author of the communication. ALIA is not responsible for the content of messages posted or for the conduct of any author posting to ALIA's elists.

Event procedures

If you are holding an event where the room hire is free and the catering minimal, then you can request a gold coin contribution for ALIA members and charge just $5 or $10 for non members and still cover your costs. Another way of holding a low cost or free event is to meet at a restaurant or café and ask attendees to pay their own way.

In either of these circumstances, you don't have to have a separate budget, but if you tell the ALIA House team about your event they can promote it for you.

If you are holding a larger event, you will need to make sure it is included in your annual budget. If you didn't factor in this event at the start of the financial year, get in touch with the Groups Coordinator to organise a special arrangement.

If your event will deal with more than $1,000, or will be using an online registration system, you will need to prepare a budget for it, even if you included the event in your annual budget. The ALIA Board needs to be sure that costs have been fully accounted for, as part of its responsibility to the wider ALIA membership. Again, the ALIA House team will be happy to help (see Appendix 4 for group budget template).

Catering

You need to consider the catering of your event well in advance. You should consider special requirements (diabetic, gluten free, allergies etc) and plan to cater for these.

You also need to ensure you comply with your local liquor licensing laws if you are serving alcohol at your event.

First Aid

It is important to have a plan for what you will do in the event of injury or illness of an event attendee. Your venue may have a first aid kit and trained first aid officer on site. If not you will need to consider preparing a kit and an emergency plan (list of emergency and medical contacts).

Accessibility, communication accessibility and special requirements

As the event organiser you are responsible for making sure the event is accessible. Under the law you have a legal responsibility to prevent discrimination against people with disabilities and this also applies to your event.

Some important things to consider are:

o   Physical accessibility – are there ramps, lifts or barriers to accessibility

o   Communication accessibility – do you need hearing loops, quiet rooms, interpreters

o   Special requirements – do you need quiet rooms, prayer rooms.

Make sure you have a plan for preparing for special requirements and for onsite.

Risk Management

All event organisers need to be aware that they hold a duty of care to provide a safe environment and minimise any risk to participants. If you have any concerns the ALIA Events teams are happy to assist you in reviewing your event plan and set up.

In the event of an incident onsite you should advise ALIA immediately as we are required to advise our insurance provider within 24 hours of an event that may result in a claim.

Acknowledgement of Country

An Acknowledgement of Country is a way of showing awareness and respect for the traditional Aboriginal or Torres Strait Islander owners of the land on which an event is being held. It's a way of recognizing the continuing connection of Aboriginal and Torres Strait Islander peoples to their Country. Different from a Welcome to Country, an Acknowledgement to Country can be performed by a non-Indigenous person. There are no set requirements for an Acknowledgement of Country. A typical statement may look like this: 'I would like to acknowledge that this meeting is being held on the traditional lands of the (appropriate group) people, and pay my respect to elders both past and present.'

Professional Development opportunities

PD events are designed to allow attendees to receive training and development in a specific topic and they tend to be more involved and require more planning.

When planning PD activities you may want to consider:

- What is the purpose of your activity?
- Who is your audience?
- What are the learning outcomes for your participants?
- Where is the best location for your event?
- When is the best time and date for the type of event you're organising?
- Can you record the event and make it available to regional members?
- How will participants reflect on their learning and gain PD points? Contact ALIA PD pd@alia.org.au.

Event budgeting basics

A budget is essential in planning any event. Using the basic, who, what, when, where why strategy, write down the purpose of your event. For instance:

Your group (who) is holding a seminar (what) during ALIA's Library and Information Week (when) at the local university (where) as a professional development activity (why).

Once you have figured out all of the costs, work out the income. Add in your delegate fees (member and non-member) using estimated attendance figures and any other income lines such as sponsorship. Basing your delegate fees on your predicted expenses will help you ensure your event wont operate at a loss and will determine if your event has the potential to make surplus.

Next, write up the expense portion of your budget. Using a simple format (the ALIA House team has a template you can use — just contact your Groups Coordinator) including basic information about your event such as food, beverages, rental of facilities, speakers' gifts, travel, etc. Determine the approximate cost of your event. Since you won't have the exact dollar amounts until after the event is finalised, it is best to produce a conservative budget, slightly overstating the anticipated expenditure and slightly understating the likely income.

Requirements for delegate fees

The ALIA Board asks ALIA Groups to charge non-ALIA members at least 33% more than ALIA Members. You may like to make your event free or gold coin donation to ALIA Members and charge a modest fee to others, to cover your costs.

As your event planning develops, the importance of a realistic budget will become obvious. It will give your Group clear guidelines about how much money you can spend on your event and how much money you should have at the end.

After your event, be sure to assess how your actual income and expenses measured up to your budget. This is especially important if you plan on repeating your event each year.

Seeking sponsorship

Sponsorship works to the mutual benefit of the sponsor and the Group. It means lower cost events for ALIA Members and provides organisations with an opportunity to market to new audiences.

Many organisations' marketing dollar is tight though, and they will only give you money for your Group event if there will be a good return on their investment. Some organisations offer sponsorship 'in-kind', preferring to provide catering for the evening, or the speakers' gifts. This can also be a valuable saving for your event.

Before approaching other organisations for sponsorship, think about your event and why organisations might want to partner with you. It could be that they will meet today's senior library leaders, or the leaders of the future. It might be a very good fit with the organisation's own strategic goals.

Create a professional looking sponsorship proposal outlining sponsor benefits and deliverables. Deliverables must be attractive to sponsors and must reflect the amount of their commitment, especially if there are several sponsors paying different sums.

Offer to include the sponsor's logo as well as links to their website on your event advertising. Give them a five minute speaking opportunity at your event. Welcome the sponsor putting up their company banner and handing out flyers.

Before you approach potential sponsors, contact the ALIA House team. Companies are always being asked for money for events, and the ALIA House team can tell you if X company has already been approached recently by another Group or by another ALIA event (such as a conference). This will help make your sponsorship approach more successful.

There are many ways of selling your event to a potential sponsor. Speak to your State/Territory Manager or the Groups Coordinator for more ideas.

Event resources

Once the budget is worked out and approved, it is time to promote the event. The first step should be the ALIA events calendar. This calendar feeds information directly into *ALIA Weekly* and *INCITE*. You can do this by either emailing the details of your event to your Groups Coordinator or submitting your event to the calendar yourself.

You might want to use an ALIA banner at your event. Your State or Territory Manager will have one of these and can arrange to make it available for your event.

You can find various resources to help you with your event including:

- Sponsorship agreement template.
- Template posters.
- Template name badge.
- Evaluation forms (and a Survey Monkey account if you'd like feedback electronically).
- ALIA's online registration system (Appendix 1)

Certificates of participation for your attendees are also available at no charge, just email your Groups Coordinator.

Event income

Most Groups will be using the ALIA endorsed online registration system for their events, see Appendix 1 for registration procedures. In this case, the online registration system will do a majority of the income work for you. If your event is only asking for payment by gold coin

donation, there is no requirement to make a receipt, unless one is requested. Gold coin donations only need to be banked if they accumulate and exceed $300.

Am I covered by insurance while working voluntarily for ALIA?

Group committee members are covered by ALIA's voluntary workers insurance.

Will my Group's event be covered by insurance?

All events organised by ALIA Groups are covered by ALIA's public liability insurance. If you are asked by a venue for ALIA's Certificate of Currency for public liability, contact the Groups Coordinator for a copy.

All insurance cover has limitations. Children and participants in events that are adventurous or dangerous (for example jumping castles) are not covered by ALIA's insurances. Adding this coverage for a single event is very expensive and we are not able to cover the cost.

Financial Processes

Bank Account

The ALIA House finance team has found the best way to deal with financial processes while ensuring we are all legally protected. As an entity of ALIA, all funds that are raised by Group activities are held in a centralised Group account which is administered by ALIA House.

Once a new budgeted Group has been approved, ALIA House will provide the Treasurer details of the bank account. Treasurers should bank income received to this account.

Income

Groups should bank any income received into the nominated bank account.

- When you deposit income, please complete the Deposit Advice form. Attach the form and the yellow copies of your Tax Invoice/receipt and send them to the Finance Officer at ALIA House.
- Cheques can also be forwarded to the ALIA House finance team by the Treasurer for banking. However, if you have a combination of cash and cheques for an event, they should all be banked locally.
- People paying with credit-cards must receive a receipt from your Tax Invoice/receipt book. Credit card payments can only be processed at ALIA House through our credit card processing company. All details of the credit card need to be provided to ALIA House so this can occur.

We ask that ALIA Groups be cost neutral or make a small surplus. In effect, this means we would like Groups to make enough income to cover the cost of all their activities.

Expenditure

ALIA House makes payments on behalf of all of our Groups from the Groups account. Payments will be shown as expense on the quarterly financial statement provided to the Groups.

In order to make payments and reimbursements ALIA House needs to receive a Requests for Payments form, which can be found in the Treasurer's Kit. Treasurers must send a completed Request for Payment form signed by the Treasurer and Secretary, together with tax invoices. Payments and reimbursements can only take place if documented by an official Tax Invoice or receipt. If the value of the transaction is over $75 it requires a Tax Invoice. Please note that the Tax Invoices/receipts must:

- show the GST component to be paid
- show the supplier's Australian Business Number (ABN)
- indicate the type of expense
- be clearly marked with the Group ID number.

Make sure you attach the original Tax Invoice to the Request for Payment form and Statement by Supplier form and email to finance@alia.org.au.

If the reimbursement is to go into a committee Members' personal bank account, then a second committee Member is required to sign the Request for Payment form. The Finance team cannot process a payment to an individual who has authorised the payment themselves.

As required by the Australian Taxation Office, if a supplier does not have an Australian Business Number (ABN) they will need to complete a Statement by a Supplier form.

Ordering and Purchasing

Groups can order and purchase goods and services, including booking venues and organising catering. If you need to book travel and accommodation for your events, the ALIA House team can help you with that and often save you money. Contact the Groups Coordinator for more information.

When ordering and purchasing, Groups must ensure that they receive a Tax Invoice or receipt, which can be sent to ALIA House for payment or reimbursement.

Financial Statements

On request, ALIA House can provide Group Treasurers with a financial statement if they would like to verify the details of income and expenditure. The amounts are GST exclusive.

Detailed transaction statements are available as well. If you find any discrepancy or require any clarification please contact finance@alia.org.au.

Budgets/Annual Group Reports

In order for ALIA House to include Group expenditure in the Association's overall budget for the year, ALIA Groups that are budgeted need to provide an annual budget for the year. It can be hard to plan a year in advance but an estimate helps the Finance team plan accordingly.

ALIA House also sends out an Annual Report for Groups to complete. Please complete this report with details from the past year. These reports are important as they help us analyse the events held and help to inform ALIA's overall Annual Report.

What if my group is no longer active?

Groups can go through cycles — committees change, members change, the industry changes and Groups change over time. If your committee members change, please contact your Groups Coordinator so they can update their records. Sometimes this means that a committee doesn't want to continue the Group. Please contact the Groups Coordinator if this is the case for your Group and they will walk you through the simple steps required to wind everything up.

Conclusion

We hope that you enjoy your experience as a committee member of an ALIA Group. ALIA is excited and eager to hear from you. Thank you so much for taking on this important role.

Contacts

Groups Coordinator
groups@alia.org.au

Events Team
events@alia.org.au

Finance Officer
finance@alia.org.au

Membership Team
membership@alia.org.au

Training Team
training@alia.org.au

Communications and Media Team
media@alia.org.au

Professional Development Team
pd@alia.org.au

Education Team
education@alia.org.au

Don't know who to contact? We'll point you in the right direction.
enquiries@alia.org.au

Appendix 1: Registration Procedure

ALIA's online registration system is perfect for your event. All you need to do to set this up is email your Groups Coordinator with the below details and they will set it up for you. From there the Groups Coordinator. The online registration system is extremely useful and can pull reports, show current ticket sales, and track individuals' attendance history. To make it easier for you ALIA can answer all the enquiries sent through the online registration site, or the committee can answer them it is completely up to you.

- o Event title

- o What you would like the custom web address to be e.g. aliatrainingvic, alianactas etc.

- o Venue name

- o Venue address

- o Start date end date of event

- o Start time and end time of event

- o Registration open and close dates

- o Contact email for event enquiries.

- o Event description – please include a brief summary of your event.

- o Event program or any further information about the event that you want delegates to know.

- o Capacity information (if you have different ticket types you can set it up to stop selling tickets once it has hit a total capacity)

- o Ticket price/s (Member, non members, student etc.)

- o If you will require name badges .

ADDITIONAL QUESTIONS YOU MAY WANT TO ASK AT REGISTRATION

- o Do you have any special dietary requirements?
- o Do you have any accessibility, communication or special requirements?
- o By registering for this event, your relevant details will be included on a delegate list which will be distributed to all delegates, sponsors and exhibitors and future conference organisers. Please tick here if you do not consent for your details to be included on the delegate list.

REGISTRATION FEES

ALIA believes that the event should be as affordable as possible to maximise the number of attendees. However, committees should budget for sufficient revenue to cover the costs of the event and to strive for surplus targets.

Some suggestions for delegate registration categories:

- o Early Bird Member
- o Early Bird Non-member
- o Standard Member
- o Standard Non-member
- o Student Member
- o Student Non-member

Institutional member policy – please note that institutional members are entitled to send between one and three staff members at the member rate. Additional staff members are then entitled to attend at the non-member rate. Please contact the Groups Co-ordinator for the details of specific entitlements.

SPEAKER/COMMITTEE/OTHER COMPLIMENTARY REGISTRATIONS

In the case that speaker and committee registrations are complimentary, they will need to be registered through ALIA. For us to do this please arrange for speakers and/or committee members to email events@alia.org.au with their details, or feel free to pass their details along. We will need to know their email address, full name, organisation and contact details.

PAYMENT OF REGISTRATIONS

Registrations can be paid by credit card, cheque or direct deposit.

Registrations must be paid in full before delegates attend the event. We would recommend that your registrations close two weeks prior to your event to ensure that all attendees have time to pay in full prior to the event.

REFUNDS

In the event a registration needs to be cancelled, please direct them to us at groups@alia.org.au and we can assist them. Our Cancellation Policy:

- o Registrations up to 3 weeks prior = full refund
- o Registrations between 1-3 weeks prior = 50% refund
- o Registrations cancelled 1 week prior or less = no refund

- o Registrations can be transferred to other individuals at no cost

MANAGE ATTENDEES

We can easily change details of attendees, resend their confirmation email and even cancel their registration. If any amendments are needed at any time please email groups@alia.org.au.

COMMUNICATION

Email invitations, reminders and follow-ups can be set up to send to registrants at any time. Please let us know if and when you like to distribute an email notification.

DELEGATE LIST

To keep track of your registrants whilst registrations are open, a progress registration list can be generated and sent to you. If you would like a recurring registration list update, please let the Groups Coordinator know how often you would like to receive this.

Additionally, a preliminary delegate list can be sent once registrations close and then the final delegate list the day before your event. If at any time you would like to see the current delegate list, please email the Groups Coordinator at groups@alia.org.au.

NAME BADGES

To save time and costs the system is able to generate name badges for your event from your list of registrants. Please specify if they will be needed for your event and we can organise for them to be sent to you prior to your event. Please note that we do need a minimum of one week's notice to prepare and send name badges.

SHARED REGISTRATIONS POLICY

In the circumstance your delegates share a registration, one name badge is to be shared between all sharing attendees. ALIA recommends that you add a question at registration asking the attendee to state whether it is a shared registration or not. If it is a shared registration, the organisation name will appear on the name badge. It is up to delegates to facilitate the sharing of this name badge, the registration desk will advise delegates to bring the name badge back when they are finished using it, so the next attendee sharing the registration can pick it up.

REPORTS

The database can create many customisable reports and below are just some of many we can export for you to assist with your event.

- Weekly registration updates
- Delegate List
- Dietary requirements

Customised reports – please contact the Groups Coordinator and we can help set up customised reports according to your requirements. Just let us know what information you would like and how often you would like it to be provided and we will set these up and email them directly to you.

SURVEYS

After an event it can be useful to receive feedback from your attendees. Online surveys are a great way to easily collect the feedback you need to improve for your next event. ALIA have a Survey monkey account which can be used to customise a survey specifically tailored for your event. If this is a tool you would like to use, just send us through your questions and and we can put that together for you.

Appendix 2: Online Communication Guidelines

ALIA and ALIA Groups events

We ask that ALIA Groups take care to distribute information to targeted wikis and, where possible, rely on *ALIA Weekly* and other forms of communication to promote information to the wider membership, in order to avoid filling people's inboxes with cross-postings. For more information about *ALIA Weekly*, please contact media@alia.org.au.

Third parties and non-members

If third parties and non-members would like to promote a public event, we ask that you use *ALIA Weekly* which is an affordable vehicle for promoting these kinds of opportunities. You can find more information about booking space in *ALIA Weekly* by contacting your Groups Coordinator. Employment advertising is also available through ALIA.

If your event is free for ALIA members or costs a gold coin/up to $10, we will promote it free of charge through *ALIA Weekly*. Please email publishing@alia.org.au for more information.

A good rule of thumb is that if an item would work as an advertisement, it is not appropriate for our wikis. For any questions or concerns, please contact media@alia.org.au.

Copyright

We ask that you always reference work appropriately and ensure that before you post an item to a wiki, you have the right to use it, with attribution. Users retain copyright to their original individual emails. All users assume responsibility for materials posted.

Privacy

We (ALIA) may collect personal information when you sign onto its online communication systems. The information we collect may include email address, name and password. Our use of this information is guided by our privacy statement (see below). ALIA reserves the right to disclose your information when required by law or in the event of a complaint or legal action arising from any message posted by you.

Users are reminded to respect and protect any information which may be deemed as confidential or personal.

Acceptable use of Wikis

We want wikis to be a positive experience for all of our users. For this reason we monitor postings to ensure that the language, tone and content is as our members would expect it to be. For this reason we ask that wiki users not post any material which:

- Uses obscene language.
- Harasses, insults or attacks others.
- Is defamatory.
- Involves or advocates illegal activities.
- Displays offensive and pornographic images.
- Portrays any person in a demeaning manner.
- Or otherwise violates any law.

Handling Complaints

For any questions or concerns you may have regarding wiki postings, please contact groups@alia.org.au.

Disclaimer

All messages posted to ALIA's wikis reflect the views of the author, not the views of ALIA or any entity associated with it, unless ALIA is specifically identified as an author of the communication. ALIA is not responsible for the content of messages posted or for the conduct of any author posting to ALIA's wikis.

Appendix 3: Privacy Statement

ALIA complies with the National Privacy Principles set out in the Commonwealth Privacy Act 1988 and reaffirmed in the Privacy Act (Private Sector) Amendment Act 2000 which came into effect in law in December 2001.

Collection of personal information

The Association collects personal information primarily for the purpose of conducting its business efficiently and effectively.

The Association collects personal information from individuals through completed forms, telephone calls, direct mail, e-mail, member visits, face-to-face meetings, events, etc. The person supplying the information is advised of the purpose for which the information is being collected.

Use and disclosure of personal information

Unless required by law the Association will not disclose personal information about an individual unless the individual has provided consent, either at the time of providing the information or following a specific request.

The Association does not normally collect sensitive information. However where information collected may be regarded as sensitive it will not be disclosed without the explicit consent of the individual. Where such information is requested, in general the Association will advise the party/parties seeking such information to obtain it directly.

Management of personal information

The Association has set in place procedures to ensure that personal information is protected from misuse, unauthorised access, modification and disclosure.

The Association aims to ensure that personal information it collects is accurate, current, complete and held only for as long as necessary. An individual has the right to seek access to any personal information the Association holds about them and to request that any perceived inaccuracy be corrected.

If an individual requests access to their own personal information, the Association will make all reasonable efforts to provide such access. Similarly, if an individual requests that their own personal information be deleted or destroyed, the Association will make all reasonable efforts to do so.

The Association identifies information about individuals by their name or by an identifier created by the Association.

ALIA staff members, contractors, service providers, board members and other individuals acting in their capacity as ALIA representatives or performing services on behalf of ALIA are required to respect the confidentiality of personal information and the privacy of individuals.

Anonymity

Individuals have the right to be dealt with anonymously, provided it is lawful and practicable. The Association aims to accommodate this as far as possible.

Review

The Association will review and update this policy as necessary to take into account any changes to its operations and practices or changes to the laws governing privacy.

Appendix 4: Group Budget Template

GROUP ACTIVITY BUDGET TEMPLATE						
Group Name: *ALIA EXAMPLE GROUP*						
Group Number: *00666*						
Group Event: *ALIA EXAMPLE EVENT*						
Please include GST in your figures						
	Del. No	Per item cost	Actual			
Income						
ALIA Members			$0.00			
Non ALIA Members (charge at least 33% more)			$0.00			
Sub-total			**$0.00**			
Sponsorship (do not rely on sponsorship)						
Package 1			$0.00			
Package 2			$0.00			
Sponsorship sub-total			**$0.00**			
TOTAL INCOME			**$0.00**			
Expenditure						
Venue			$0.00			
M/tea			$0.00			
A/tea			$0.00			
Lunch			$0.00			
Speakers Expenses			$0.00			
Speakers Gifts			$0.00			
Administration Expenses			$0.00			
Organising Expenses			$0.00			
AV Expenses			$0.00			
Credit card fee			$0.00			
TOTAL EXPENDITURE			**$0.00**			
Profit or Loss			**$0.00**			
GST			**$0.00**			
Profit or Loss excluding GST			**$0.00**			